

Public Safety and Protection Service Standards

Requests for Health and Safety Services

Health and Safety Interventions

Our Commercial Public Protection Team are responsible for ensuring a safe and healthy working environment in business premises throughout the Borough for which we have enforcement responsibility.

Will I receive an intervention?

Premises are targeted in line with national and local intelligence to ensure that only businesses presenting the greatest hazards and risk are proactively inspected. Other businesses may receive intelligence led targeted interventions. Contact may not be face to face. The aim is to raise awareness to the duty holder of risks associated with their type of business and to offer support and guidance.

You may be contacted by an officer by email, letter or telephone more than once in any 12 month period. The primary purpose of these contacts is for support and education, not enforcement.

Who will inspect my business?

Officers from the Public Protection and Safety Team. They'll be competent and experienced in reviewing H&S premises. Officers have the right to enter premises at all reasonable hours. This approach however is generally reserved for more serious interventions. Most intervention contacts, which are not inspections, will be made via an appointment unless there is an overriding reason to use such powers.

What happens when I have a proactive intervention?

Officers will look at the way you operate your business compared with the national expectations. As proactive interventions are targeted they:

- will look at your premises to make sure it complies with the law
- will look at what activities are being carried out
- may take samples, photographs and inspect records

Officers will discuss any problems and advise on possible solutions.

What happens following a proactive intervention?

We'll leave a report which summarises the details of the visit. You'll be told if there are any recommendations and if any breaches of the law have been identified which must be put right. If there are breaches you'll be sent a letter within **10 working days**. In some certain circumstances you may also be served with an enforcement notice.

You'll be given time to comply and an opportunity to discuss the works required. You may receive a revisit to check that the items required have been done. In serious cases, or if you do not comply with any enforcement notice, we may decide to prosecute. In exceptional circumstances if there is an imminent risk of danger to the health of an employee, we will require you to stop that activity.

What happens when I have a face to face intervention?

Prior to the visit an officer will provide you with information based on your type of business. They will discuss how you're going to address key safety related themes. This is not an inspection or enforcement. The aim of this intervention is to support you in running a safe business.

What happens after I have a face to face intervention?

The officer will leave a written outline of your discussions and confirm in writing, within **10 working days**, any advice or information given at the time of the visit. It will be made clear what are legal requirements and what are recommendations. Times lines for compliance will be discussed and agreed with you.

Will I get advice and help if I need it?

Yes. Our officers are always happy to offer advice, information and support and to promote good practice. This is an important part of our Enforcement Policy.

Any conduct by officers is subject to the council's complaints procedure, details can be found at www.stockport.gov.uk/general-complaints/complaints-procedure-stage-1

Any enforcement decision is subject to the **Independent Regulatory Challenge Panel**. This panel will look at occasions when wrong or poor advice has been given or when a complainant considers that an enforcement decision is incorrect or goes beyond what the law requires. Details can be found at www.hse.gov.uk/contact/challenge-panel.htm